



# Preliminary Information

## PIC6438B Possible Video Processing Control Module (VPCM) Programming Concern

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Lacrosse	2019	All	All	All	All
Buick	Enclave	2020 - 2021	All	All	All	All
Buick	Encore GX	2020 - 2021	All	All	All	All
Cadillac	CT6	2019 - 2021	All	All	All	All
Cadillac	XT4	2019 - 2021	All	All	All	All
Cadillac	XT5	2020 - 2021	All	All	All	All
Cadillac	XT6	2020 - 2021	All	All	All	All
Chevrolet	Blazer	2019 - 2021	All	All	All	All
Chevrolet	Equinox	2019 - 2021	All	All	All	All
Chevrolet	Bolt EV	2020 - 2021	All	All	All	All
Chevrolet	Silverado (1500)	2019 - 2021	All	All	All	All
Chevrolet	Traverse	2020 - 2021	All	All	All	All
GMC	Acadia	2019 - 2021	All	All	All	All
GMC	Sierra (1500)	2019 - 2021	All	All	All	All
GMC	Terrain	2019 - 2021	All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Russia, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, Cadillac Korea (South Korea), GM Korea Company, China - SGM, Thailand (ASEAN), Australia/New Zealand, Egypt, Other Africa
Additional Options (RPO)	UVI, UV2
Condition	When programming the VPCM, the program may start, but fail with a percentage remaining
Cause	Engineering is investigating the cause of the concern

Correction:

It is advised to remove both the radio fuse, and the radio display fuse before SPS programming the VPCM.  
This PI will be replaced by a Service Bulletin or SI Update when the Engineering Investigation is complete.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487338	Remove Radio and Display Fuses, Reprogram Video Processing Module	1.9 Hr.

## Version History

Version	3
Modified	06/18/2021 - Created on. 08/09/2021 - Updated to add regions. 08/18/2021 - Updated to remove statement about using Tis2Web.



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